



Spring 2004

## CONTINUING PURSUIT OF QUALITY

*Submitted by Office of Consumer and Family Support*

The Division again is asking you, our consumers and families, to “grade” your support coordinators, independent providers and agency providers. Last year, over 800 consumers and families completed this survey. Support coordinators received an average grade of “B+” while independent and agency providers received an average grade of “A-.”

On the report cards that follow, please provide the names of the support coordinator and providers you are grading. This will allow the Division to address issues of concern as well as recognize those who are providing quality services.

When you have completed the report cards, please mail them back. Cut or tear page one and two off. Fold the report card in thirds with the mailing address showing. Tape the bottom and right side where indicated. Place a postage stamp on the upper right corner and mail it.

If you have any questions about the report cards, please call 602-364-4540 or outside Maricopa County call 866-229-5553. Thank you for your time and for any comments you include. Your opinions are important to the Division.

**Optional Information:** \_\_\_\_\_

City of Residence

Phone number, if you wish to be contacted

\_\_\_\_\_  
Name of Consumer

\_\_\_\_\_  
Name of person completing Report Cards, if other than consumer

### Support Coordinator Report Card

Please print your support coordinator's name: \_\_\_\_\_

**Grade your support coordinator by placing an A, B, C, D, or F in the column to the right. “A” is the highest grade for “excels” and “F” is the lowest grade for “fails.”**

**For you, as the consumer or family member, your support coordinator:**

Establishes a good working relationship by returning phone calls within a 24-hour period, having a real interest in your experiences and needs, and following through with tasks.	
Involves you in the development, planning, and implementation of the Individual Support Plan, Person Centered Plan or Individualized Family Service Plan.	
Advocates for you with providers, Division staff, school or other community supports and services, if you desire.	
Helps you understand other state agencies and their services.	
Assists you with being involved in your community, if you desire.	
Respects your culture, beliefs and values and maintains your privacy.	
Overall, meets your expectations.	

### Individual and Agency Provider Report Card

Please list the name(s) of the provider(s) being graded.

Column 1's provider name \_\_\_\_\_ and if employed by an agency, the agency's name \_\_\_\_\_.

Column 2's provider name \_\_\_\_\_ and if employed by an agency, the agency's name \_\_\_\_\_.

Column 3's provider name \_\_\_\_\_ and if employed by an agency, the agency's name \_\_\_\_\_.

<b>Grade your provider(s) by placing an A, B, C, D, or F in the column to the left.</b> <b>"A" is the highest grade for excels and "F" is the lowest grade for fails.</b> <b>For you, as the consumer or family member, your provider(s):</b>	<b>Columns for multiple providers</b>		
	1.	2.	3.
Provides what type of service. <i>Please abbreviate service in the appropriate column, such as using NR for nursing Respite, RSP for respite, DP for Day Program, ATC for Attendant Care, etc.</i>			
Establishes a good working relationship.			
Communicates well.			
Works to assist you on following through with the Individual Support Plan, Person Centered Plan or Individualized Family Service Plan goals and services.			
Has knowledge and skills relating to your needs.			
Respects your culture, rules and values, and maintains your privacy.			
Demonstrates a professional attitude toward you by being on time and following through with all tasks.			
Overall, meets your expectations.			

Comments: \_\_\_\_\_ ✂ Along this edge →

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stamp  
here**

**DEPARTMENT OF ECONOMIC SECURITY**  
**Division of Developmental Disabilities, 791A**  
**PO Box 6123**  
**Phoenix, AZ 85005-6123**

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***Tape Here***

# **FAMILY AS THE EMPLOYER**

## **Fiscal Intermediary**

By Caroline Champlin, Office of Consumer and Family Support

Families and individuals with developmental disabilities have been showing and telling the Division they want to be more in control of the money the Division currently spends on their behalf. State and federal regulations, however, do not allow the Division to give money directly to a person or family. Additionally, tax courts have ruled that independent providers are employees of the individual or family as opposed to being independent contractors.

Beginning June 1, 2004, the Division will be contracting with two fiscal intermediaries. Individuals and families who currently use independent providers will have a choice of a fiscal intermediary who will act as a payroll agent on behalf of the individual/family. The fiscal intermediary will ensure the provider gets paid

according to the service provided and the documented hours worked as determined and reported by the individual/family. The fiscal intermediary will also make sure that appropriate tax withholdings are made, as well as withholdings for such things as social security, worker's compensation and unemployment insurance.

As further system enhancements are implemented like individualized budgets and member directed services, use of a fiscal intermediary will eventually allow families and individuals to manage their own personal budget, and exercise control over what services they choose to purchase and how much of a particular service they may want to purchase. If you have questions, please contact your support coordinator.



# **CONSUMERS/FAMILIES INCREASE CHOICES**

## **Qualified Vendor System - A New Partnership**

By Dianne Wagemann, Policy and Planning

Beginning on July 1, 2003, the Division implemented a new system to procure vendors (agency providers) and to provide choice to individuals with developmental disabilities as consumers and their families. This system, the Qualified Vendor System, allows for the open and continuous automated recruitment of new vendors rather than the other time honored process that required a written paper request for proposal (RFP) from the Division and stacks of paper from the potential vendor to complete the bidding process followed by an extensive and lengthy negotiations process. Because of the volumes of paper required, the old process only occurred every 3 to 5 years and no new providers were added in between.

The Qualified Vendor System provides consumers and families with the opportunity to change vendors, if they so choose, at the time of

the annual Individual Support Plan (ISP). If issues arise during the year, consumer and families insure that the Division is aware of their concerns and all work with the vendor to resolve these issues. If the issues cannot be satisfactorily resolved, then another Individual Support Plan meeting is held and the consumer and/or family select another vendor from the list of those qualified to deliver that service. The choices of vendors available to consumers and families will also increase as the Qualified Vendor System allows for the Division to continuously add vendors into the service network.

The Division looks forward to continuing the partnerships with consumers with developmental disabilities, their families and vendors while continuing to explore new avenues to better support and serve persons with developmental disabilities.

### **¿ESPAÑOL SOLAMENTE?**

¿Usted o alguien a quien usted conoce lee solamente español? Llame al 602-542-0419 o 866-229-5553 para que le incluyan en la lista de personas que reciben la traducción al español de este boletín. Gracias

# DISEASE PREVENTION AND MANAGEMENT BEGIN WITH YOU:

By Laura Nelson, M.D., Quality Management Administrator

The Division is committed to ensuring the highest quality health care to the people we serve. While we carefully monitor the health plans that are contracted with the Division, we understand that many Division members also have private insurance and see health care providers through those networks. The Division is unable to personally reach out to those private providers to offer educational materials and Division-specific updates. Therefore, we must rely on you, the consumer and family, to be knowledgeable about your health needs. The Division has been focusing additional efforts in several health-related areas. We would like to share these with you. Contact your support coordinator if you have any questions.

1) **Immunizations:** The Division is carefully monitoring immunizations of all two-year-olds to ensure the recommended immunization schedule is followed. Advisory Committee on Immunization Practices (ACIP), the American Academy of Pediatrics (AAP), and the American Academy of Family Physicians (AAFP) developed this schedule. Healthy People 2010 has set specific immunization goals that the Division is striving to meet. We are asking that parents keep their own record of all immunizations their children receive and to share it with the primary care physicians. Records can be scattered when a child receives immunizations from numerous locations (hospitals, free clinics in the community, etc.). A Division or health plan representative may contact you to inquire about the completion of these immunizations as part of our monitoring efforts.

2) **Diabetes:** When someone has been diagnosed with diabetes, it is important to control blood sugar levels as much as possible. Without blood sugars being controlled, individuals can develop problems with vision, circulation and kidneys. Eye exams, foot exams, and lipid levels (such as cholesterol) are routinely recommended. An important blood test used to assess the blood sugar control over time is the "HbA1c test." It is recommended that this blood test be done at least once a year. The Division is carefully monitoring to ensure people with diabetes are receiving this valuable test. A Division or health plan representative may contact you to ask if this test was performed and which doctor may have copies of those results.

3) **Pap Tests:** Pap tests, pelvic exams and mammograms are important parts of well-woman care. They are vital in detecting infections as well as providing

early detection of female cancers. Even if someone is not sexually active, Pap tests are important, especially if there is a family history of ovarian, uterine, cervical or vaginal cancer. Women who have never had children and women who take hormones may be at increased risk for certain types of female cancers. The rate at which women with developmental disabilities receive Pap tests, pelvic exams, and breast exams in Arizona is dramatically lower than for the general population, and the Division wants to increase these rates. Please discuss with your doctor the need for these important exams and how frequently they should be performed.

4) **Aspiration/Choking:** Seizure disorders, eating/drinking too fast, gastric reflux, and swallowing problems increase the risk for aspiration and choking. The Division continues to be concerned with the number of individuals who develop aspiration pneumonia each year. Aspiration pneumonia is extremely dangerous and can result in chronic problems or even death. If you or your family member is at risk for aspiration/choking, please work with your support coordinator to conduct a risk assessment and to strengthen prevention approaches.

Under the Americans with Disabilities Act (ADA), the Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service, or activity. For example, this means that if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. This document is available in alternative formats by contacting: 602-542-6825.



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Quality Service, Organizational Pride,  
Client Self-Sufficiency